

VISITOR HANDBOOK



Southeastern Tennessee State Regional Correctional Facility

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MESSAGE FROM THE WARDEN

This handbook has been developed to assist visitor's during their stay at Southeastern Tennessee State Regional Correctional Facility. I am firmly committed to the positive value of visitation to ensure that outside contact with family and friends are not lost. To maintain continuous communication with visitors I meet with the inmate council monthly.

To ensure that the visitation process at this facility will always remain open to change I have installed a "visitors suggestion box" in each visitation area. If you have a suggestion that you feel would enhance the program I urge you to drop me a message in the box provided. Also, a bulletin board in the roll call room (processing area) is provided for the dissemination of visitor information.

Let me assure you that you are welcome and that any staff member or I will assist you as you visit with your loved ones and friends.

This handbook, along with other visitor handbooks for TDOC facilities, can be viewed at:

<http://state.tn.us/correction/institutions/visitation.html>.

Thank you for your cooperation.

Jim Morrow, Warden

DIRECTIONS TO FACILITY

From Nashville: Take interstate 40 east to exit 317 (Crossville Hwy. 127). Turn right onto hwy. 127 and proceed through Crossville (past courthouse) and turn right at the junction of Hwy. 101. Proceed down Hwy. 101 until you reach a stop sign (approximately 25 miles from Crossville). Turn right onto Hwy. 285 and follow the signs to the facility.

From Knoxville take interstate 40 west to exit 322 (Peavine Rd.). Turn left and proceed on Hwy. 392 for approximately 4-5 miles (crossing highways 70 and 127). At the 2nd traffic light beyond the interstate (junction Hwy. 101) turn left onto Hwy. 101 and proceed for approximately 25 miles until you reach a stop sign. Turn right onto Hwy. 285 and follow the signs to the facility.

From Chattanooga: Take Hwy. 27 north to until you reach the junction of Hwy. 111. Veer left onto Hwy. 111 and proceed until you reach the junction of Hwy. 127 (approximately 20 miles). Turn right onto Hwy. 127 and proceed north until you reach the junction of Hwy. 30 (Pikeville); turn left onto Hwy. 30. Once you have reached the top of the mountain you will continue for approximately 5-7 miles until you reach the junction of Hwy. 101. Turn right onto Hwy. 101 and proceed on this road (do not turn) until you reach the signs for the facility.

TRANSPORTATION SERVICES

Bus and taxi services are available from Crossville, Tennessee that may facilitate your visitation. They have daily buses departing Crossville both westbound (Nashville) and eastbound (Knoxville). Also, taxi services are available for those who need transportation to the facility.

Greyhound Bus Lines..... 931.484.5859 or 1.800.231.2222

Crossville Checker Cab 931.788.5701

Cumberland Cab Service 931.459.2173

HOTEL/MOTEL ACCOMMODATIONS

Crossville:	Best Western	931.484.1551
	Comfort Suites.....	931.707.8638
	Days Inn	931.484.9691
	LaQuinta.....	931.456.9338
	Heritage Inn.....	931.484.9505
	Holiday Inn Express	931.707.1035
	Inn of the Cumberlands.....	931.484.9566
	Ramada.....	931.484.7581

	Scottish Inn.....	931.484.8122
	Super 8.....	931.707.7660
	Village Inn.....	931.484.7561
Cookeville:	Alpine Lodge	931.526.3333
	Baymont Inn	931.525.6668
	Best Value Inn.....	931.526.9521
	Best Western Inn.....	931.526.7115
	Comfort Suites.....	931.372.1881
	Country Inn & Suites	931.520.3800
	Days Inn	931.528.1511
	Econo Lodge	931.528.1040
	Hampton Inn.....	931.520.1117
	Holiday Inn	931.528.9938
	Key West Inn.....	931.525.1110
	Knights Inn	931.528.5411
	Park Place Inn.....	931.526.7188
	Ramada Limited	931.372.0086
	Star Motor Inn.....	931.526.9511
	Super 8 Motel.....	931.528.2020
Pikeville:	Fall Creek Falls State Park Inn	
	1.800.250.8610	
	Coachman's Inn	423.447.2424

These hotels/motels are those listed on the internet and are provided only as a service for your benefit. STSRCF staff will not recommend any hotel/motel over another.

APPLICATION PROCESSING

- Prior to visiting, every visitor regardless of age, must have an approved visitation application on file. All questions/sections on the application must be answers; any omissions or falsifications will be sufficient reason for disapproval. Identification photographs attached on the application must be a recent, original color photo of applicant that can be used for identification purposes (no black & white or photos copied from a copy machine will be allowed).
- Visitors will not be allowed to visit until their application is approved. Applications should be approved or disapproved within 30 days of receipt.
- If the application is approved, the visitor will be placed on the inmate's visitation list and the inmate will receive notification. If the application is disapproved, the inmate will receive notification, which will note the reason for disapproval. In either instance, it will be the inmate's

responsibility to inform the applicant if the application is approved or disapproved.

- Children age 6 and older shall have a photograph (no photocopy) attached to their visitor application. These photographs will be updated at ages 10, 14 and 18. Updated photographs may be requested more frequently if there have been significant changes in the child's appearance.
- Visitors may not be placed on more than 1 inmate visiting list unless they are immediate family to both affected inmates.
- All applicants are subject to be checked by the National Criminal Information Center (NCIC).

SEARCHES

- All visitors entering STSRCF property shall be subject to search.
- Visitors entering the secure perimeter of the institution shall be frisk searched; other types of searches may be authorized as deemed necessary by the warden or his/her designee.
- All items carried by visitors, i.e., picnic items, etc., shall also be searched before entering the institution.
- Visitors who refuse to be searched will be denied entrance and ordered to leave state property and will have their visitation privileges suspended.
- All persons shall be responsible for any contraband items found in their vehicles. It is illegal to possess alcoholic beverages on state property, weapons of any type i.e., firearms, ammo, knives, etc., drugs, any type medication that cannot be readily identified by being in original containers or producing a prescription. Persons with valid handgun permits are hereby advised that the possession of weapon(s) while on facility grounds is a violation of TCA 39-16-201, Introduction of Contraband into a Penal Facility, and if these items are found in your vehicle you will be subject to arrest.
- Visitors who are suspected of introducing contraband into the facility may be required to visit in a non-contact booth. In this situation there is no physical contact among inmates and visitors.

- Roadblocks: From time to time the institution shall perform a search of all vehicles entering property. Visitors will be required to sign an Authorization for Search (CR-2156). Any visitor refusing to sign the form will be ordered to leave state property and may have visitation privileges suspended. All persons shall be responsible for any contraband items found in their vehicles. Local or state law enforcement (in the event contraband is found) may issue written citations, make arrests, or confiscate visitors' vehicles and belongings.
- TDOC K-9 units will be used on occasion for searches. When these canines are being utilized for any type of search, all persons are to stand clear of the immediate area where the dogs and handlers are working.

DRESS CODE FOR VISITORS

- All visitors are encouraged to dress comfortably and in causal attire. Clothing shall fit in an appropriate manner. Clothing appearing to be too large or too small for the wearer, which creates obvious gaps or exposure or would present a hazard to the wearer, will be rejected.
- Visitors are required to wear undergarments (bras, panties, etc., no thongs or water bras). Slips are not required as long as the dress is not opaque or see-through.
- Footwear is required and must provide basic foot protection while on institutional grounds. Open toe sandals or shoes are permitted but must have back strap. Shower shoes, flip-flops, etc., are prohibited. Shoes must be worn at all times.
- Shorts or skirts are permitted provided the leg is covered to within three (3) inches above the knee in a standing position with the garment worn in the position in which it is intended to be worn.
- The following types of clothing are specifically prohibited.
 - ✓ Garments manufactured from spandex or spandex type materials.
 - ✓ Clothing that is transparent or translucent in nature.
 - ✓ Button-up skirts/dresses, overalls and any camouflage attire.
 - ✓ Clothing must be in good repair (no worn, tattered or holes) and not altered.

- ✓ Sleeveless shirts or dresses or clothing exposing a bare chest or midriff. Children under 10 years of age may wear sleeveless shirts/dresses.
- ✓ Clothing with logos that contain pictures, slogans, vulgarity, or contain signs or symbols of security threat groups or any clothing determined by the visitation OIC to be associated with a security threat group.
- ✓ Visitors may not wear excessive clothing such as two (2) pair of pants or an extra shirt under their top layer of clothing.

ACCESS TO THE VISITATION AREA

- Visitation hours are from 8:00am to 2:30pm. Visitors will not be processed in after 1:30pm, due to the limited amount of time a visitor would have to visit. Routine visitation schedule is Saturday, Sunday and the following designated state holidays; New Year's Day, Martin Luther King's Birthday, President's Day, Good Friday, Memorial Day, Independence Day, Labor Day, *Thanksgiving Day, *Christmas Day. *The commissioner will determine visitation on additional days accompanying Thanksgiving/Christmas Day.
- Visitors will park in the lower parking lot marked "visitor parking". Parking in the employee parking lot or any other area will not be permitted. Visitors who are handicapped will be permitted to park in the designated handicap spaces in front of the administration building.
- Visitors are not allowed on property until 7:30AM, at which time they may proceed directly to the roll call room for processing. The entry route to the roll call room is through the rear door and is clearly marked with signs. Upon entry, each visitor will be registered, processed on the computer and have their hand stamped with ultraviolet ink. All visitors must remain in the roll call room until called to the shakedown area. Visitors will be called in the order of registration on the registration roster. Once called, visitors must go directly to the shakedown area in the lobby of the lower building. All visitors must control children while in this area.
- The administration building for "in processing" and the actual visitation areas for both the compound and the annex are accessible to the handicapped.
- A bulletin board is provided in the roll call room that directly relates to visitation issues. On this board are several items

that relate to visitation issues and/or changes. There are also visitor suggestion boxes located at the annex, compound visitation area, and the roll call room (visitor processing area).

- Inmates who are in the institutional clinic or local hospital may have visits under certain circumstances. The visitor should ask for a representative from the unit management staff to aid in these cases.

VISITATION RULES

The following is a list of rules and regulations for the visitation area. These rules/regulations maintain order and control to ensure visitors and inmates can enjoy spending time together in a pleasant, wholesome atmosphere. Visitors and inmates are expected to comply with these rules. Failure to do so could result in suspension of visitation privileges.

- Effective January 15, 2007, STSRCF became a tobacco free facility. Inmates are not allowed to use/possess tobacco products. Visitors will also not be allowed to utilize tobacco products while on state property. Any tobacco related products must be kept locked in their vehicle during visitation
- Visitors will ensure that their vehicles are secured/locked at all times, which includes windows being closed. Unsecured vehicles create a security breach and any violations could be cause for denial/termination of visit.
- Lockers are provided in the shakedown area for the storage of visitor's medication and other personal items not allowed into the visiting area. All other items will be returned to the visitor's vehicle.
- Only 4 adult visitors will be permitted per inmate.
- Visits occur in the program area and/or picnic area on the compound and the annex as designated (inside workline food service building or picnic area). Picnic areas are operated from April 1st to October 31st.
- Only approved visitors will be allowed access. Identification is required for all visitors over 16 years of age. Visitors' 16 years or older are required to have on their person 1 photo ID or 3 non-photo ID's before being allowed access to the visiting area. Identification is not required for children under 16 years of age.

- All visitors under 18 years of age must be accompanied by an approved visitor who is either the child's parent(s) or legal guardian(s). The parent or legal guardian must provide notarized permission for any other approved adult visitor to bring the child and for the child to be searched.
- The length of the visit will depend upon space available.
- Visitors found with contraband, which is in violation of law, are subject to being detained for local law enforcement officials and will be suspended.
- No one under the influence of drugs or alcohol will be allowed to visit
- Inappropriate or socially unacceptable physical contact will not be permitted between inmates and visitors.
- Visitors are not allowed to deliver correspondence, money, printed material or packages.
- Photographs may be taken on officially designated holidays, which are purchased by the inmates only.
- Visits may be denied or terminated for any reason, including but not limited to the following:
 - ✓ Violation of dress code; this includes absence of clothing, i.e., bra, panties, shoes, etc.
 - ✓ Violation of visitation rules
 - ✓ Failure to control children; children should not be on tabletops and visitors must be with children at all times. No child is allowed to be with other visitors without their guardian. Guardians must stay with their children at all times and children 12 years and under must be accompanied by a guardian when going to the restroom.
 - ✓ Not on approved visitation list or no special visit approved
 - ✓ Visitor refuses to show appropriate and legitimate identification
 - ✓ Visitor refused to submit to a search
 - ✓ Visitor appears to be under the influence of drugs or alcohol
 - ✓ There is insufficient space for visiting
 - ✓ Possession of contraband or attempting to bring in items which are not permitted
 - ✓ Inflammatory comments
 - ✓ Profanity, cursing or threatening other inmates, visitors or employees
 - ✓ Pushing or harassing others or horseplay

- ✓ Engaging in publicly unacceptable physical contact, such as necking, excessive kissing, petting or fondling.
- It is acceptable to:
 - ✓ Hold hands in clear view of correctional officer
 - ✓ Place an arm around the shoulder of visitor or vice versa;
 - ✓ Place head on shoulder of visitor or vice versa;
 - ✓ Kiss when entering and when leaving only
- It is unacceptable to:
 - ✓ Open mouth kiss (except for arrival and departure)
 - ✓ Interlock or intertwine any part of the anatomy with the exception of hand to hand or arm to arm
 - ✓ Place hands inside clothing
 - ✓ Remove clothing including shoes (this includes children);
 - ✓ Lean on or place foot on fencing or furniture;
- Hands must stay in clear view at all times.
- Visitors who attempt to introduce controlled substances or firearms into the institution, including concealment of weapons or controlled substances, in such a manner in the visitor's vehicle/person that gives an indication of a possible attempt to introduce the contraband into the facility may have their visits suspended for a period of 12 months up to and including permanent restriction. Mitigating circumstances, such as traces of a controlled substance found in a vehicle in such manner not appearing to be concealed, may warrant a lesser visitation suspension.
- Items allowed by visitors (excluding picnic supplies)
 - ✓ Keys (no large/bulky key chains or keyless entry remotes or any other type remotes)
 - ✓ Picnic items as per approved list
 - ✓ Identification cards
 - ✓ Debit card (for drink/snack machines)
 - ✓ Plastic Baby bottles with milk/juice (2)
 - ✓ Diapers (3 disposable) - per child
 - ✓ Unopened sealed baby food (plastic containers)
 - ✓ No billfolds and purses will be permitted
 - ✓ Pagers (with approval of the warden only)
- In all instances where an inmate is convicted of the charges drugs possession, drugs-selling, positive drug screen, drug paraphernalia, refuse/attempt to alter drug

- screen, intoxicants-possession, intoxicants-use, inhalants, violation of state law or conspiracy to violate state law (when drug related), visits will be suspended at 6-month increments. Suspensions will run consecutively with any prior offenses.
- The warden may, for various reasons, place an inmate on non-contact visitation status for a specific time period. The inmate will be placed in a booth separating him from the visitor. Any attempt to circumvent the non-contact booth will result in suspension of visitation privileges.
 - Security Threat Group Program
 - ✓ Phase I: Inmates will be allowed one visit per week with approved immediate family members for a maximum of 2 hours, according to space availability. Visits will take place during scheduled visitation hours and will be non-contact.
 - ✓ Phase II: Inmates will be allowed 2 contact visits per week with approved immediate family members only in the unit's visitation area for a period of up to 2 hours, according to space availability. Visits will take place during scheduled visitation hours.
 - ✓ Phase III: Inmates will be allowed 2 contact visits per week with approved visitors in a designated area of the visitation gallery. Visits will take place during scheduled visitation hours. No picnic privileges will be allowed.
 - An offender with a current or previous conviction for a crime involving a sexual offense against a minor is restricted from having contact visits with children under the age of 18 unless a Contact Visitation with Minors Agreement (CR-3619) is signed by both the inmate and custodial parent or legal guardian. Inmates who refuse to sign the agreement shall be restricted to non-contact visits with children.

KIDDIE CORNER

The kiddie corner shall be for children only. Adult visitors must supervise their children in this area but may not sit in this area to visit.

COUNTS

During count time, all visitors shall remain seated. Inmates in the inside visitation area shall stand by the wall; inmates on the picnic area shall stand on the sidewalk until count is completed.

RESTROOMS

Visitor restrooms are located on the wall by the vending machines. Inmate restrooms are located between the gym and visiting area. At no time will inmates access the visitor's restrooms and vice versa. No child under the age of 12 will be permitted access to a restroom without being accompanied by the visiting parent or guardian.

PICNIC AREA

The picnic area will be open on Saturday, Sunday, and designated state holidays from April 1st to October 31st. Picnic cooking will only be allowed on the first full weekend of April, July & October on the compound according to the posted schedule based on the inmate's last name. Cooking will be permitted once a week (Saturday or Sunday from April 1st to October 31st) for inmates assigned to the annex according to the posted schedule. The following restrictions and list of permitted items are provided in this handbook for your information. There will be no modifications to this list.

- The picnic area will only be available to those medium/minimum custody inmates who have not received a class A or B disciplinary conviction for a period of 60 days, or a class C conviction for a period of 30 days.
- Each inmate will be limited to four (4) adult visitors and accompanying children.
- Available space/staff limitations may result in some modifications of inmates allowed on the picnic area.
- Visitors will be allowed to bring in food items to prepare/consume in the picnic area. All items must be on the approved list of items included in this handbook and must be carried in a clear see-through or mesh tote bag (no plastic grocery bags).
- Coolers, bags, picnic baskets, etc. will not be left unattended. Visitors must maintain constant possession of these items at all times during processing. Any items of this nature that has not been in the visitor's possession during processing will not be allowed into the facility.
- Food items will only be admitted in the amount that will be used and must be consumed in the picnic area. No items will be carried out of the visiting area by inmates.
- If an item is not on the approved list it will not be allowed into the institution. No exceptions will be made. The visitor

must take the item back to the vehicle. No unauthorized items will be left in the shakedown area. Failure to comply will result in the visit being terminated.

- Coffee may be donated for the annex visitation area (only ground coffee and must be factory sealed). This will be handled through the visitation OIC.
- Compound: Visitors and eligible inmates requesting to go to the picnic area shall have the choice to move to the main visitation area if they so choose at any point during the visit. Once the choice has been made to move a visit from the picnic area to the visitation area, the visitor and/or inmates will not be allowed access to the picnic area again that day.
- On non-cookout weekends, inmates/visitors may eat either on the picnic area or inside the visitation area.
- On picnic weekends visitors who do not bring approved picnic items will not be allowed access to the picnic area due to limited space. Visitors will not go to the picnic area if they are not going to picnic.
- TDOC uniforms will be the only clothing allowed worn to visitation, i.e., TDOC blue shirt and pants. Only plain white t-shirts may be worn under the blue TDOC shirt, which must be worn and cannot be removed in the visitation area. All inmates will be required to have shirts tucked in pants during visitation. Items inmates are allowed on their person when they enter the visiting gallery are: identification card, room key, wedding band, one (1) comb, one (1) handkerchief, one (1) pair of clear prescription glasses and one (1) religious necklace; sunglasses are not allowed. Inmates are not permitted to wear long underwear during visitation.
- The institution retains the right to open or close the picnic area due to inclement weather, staffing problems, and/or during institutional problems or emergencies that may arise.
- All trash will be placed in proper receptacles.
- Wooden sticks used for opening and closing grills will not be used by children as play toys.
- Tablecloths used on the picnic area shall be folded even with the table and not allowed to drape beyond the edge of the table. Blankets, quilts or bedspreads will not be allowed to be brought in to be used as tablecloths.

- Visitors and inmates will not be permitted to sit on top of picnic tables, lie on the ground, picnic benches, concrete pads or sidewalks.
- Visitor shall not access the picnic area unless accompanied by the inmate whom they are visiting.
- If overcrowding occurs, visitors and inmates may be asked to share tables to ensure everyone gets an opportunity to picnic without restrictions. Anyone who refuses to share a table is subject to have their picnic and/or visit terminated.
- Visitors shall supervise children while playing on playground equipment. Failure to do so may result in termination of the visit.
- Inmates in both visitation areas shall not sit with their legs crossed over the top of visitor and vice versa. Hands must be in view and not underneath any clothing. Only publicly acceptable physical contact will be permitted or condoned as outlined in "visitation rules" section of this handbook.
- All picnic baskets, coolers, etc., must remain on the ground or the sitting bench area. No such items are permitted to be left on the top of the picnic tables.
- Visitors are not permitted to wear inmates' jackets nor can inmates wear visitors' jackets.
- No property items will be exchanged.

PICNIC ITEMS (Approved)

- Bread/buns - sliced sandwich bread or hamburger/hotdog buns only (no homemade or deli); limit 2 in any combination
- Cheese - pre-sliced/commercially sealed, American, Swiss, etc.
- Boneless chicken breast/chicken strips (pre-packaged/pre-sealed)
- Hamburger/veggie patties - commercially pre-sealed patties only, no bulk or butcher wrap
- Hot dogs - commercially pre-sealed
- Lettuce (shredded only) - in zip lock see-through bags only
- Lunch Meats - pre-packaged, unopened and sealed; not to exceed 2 packages
- Onions - pre-sliced in zip lock see-through bags only
- Potato Chips - all types i.e., corn chips, cheetos, etc. (must be in zip-lock see-through bags only)
- Tomatoes - pre-sliced in zip lock see-through bags only

Non-Food Items

- Aluminum Foil
- Charcoal - self-starting (1 bag; no lighter fluid) [8 pounds maximum]
- Cookware (non-metallic)
- Cups - styrofoam or plastic disposable type only (no double walled cups) – no more than 2 per person
- Eating utensils – plastic disposable type only (no metal or hard plastic items) – no more than 2 sets per person
- Ice chest (styrofoam only) - no double walled coolers
- Napkins - paper (no roll paper towels)
- Plates - plastic or paper [disposable type only] (microwavable) – no more than 2 per person
- Tablecloth (not to exceed past table's edge) – no beach towels, blankets or quilts
 - ✓ Cups, plates, napkins and eating utensils will be provided by the vendor on non-picnic weekends.
 - ✓ Bags containing individually wrapped containers of charcoal will be allowed as long as inside bag has not been opened.
 - ✓ Items that are packaged in glass containers will NOT be allowed.
 - ✓ Food prepared at restaurants or fast food chains will NOT be allowed.
 - ✓ No canned items.
 - ✓ Unauthorized items will NOT be left in the shakedown area.

TITLE VI

Title VI of the Civil Rights Act of 1964 requires federally assisted programs be free of discrimination and the Tennessee Department of Correction also requires that all its services be offered equally to eligible persons regardless of race, color, or national origin. Prohibited practices include:

- Denying or failing to provide services or providing inferior, separate or different services to individuals based on race, color or national origin.
- Segregating or restricting individuals in any way related to the receipt of services or benefits on the basis of race, color or national origin.
- Requiring different standards or conditions for acceptance into programs based on race, color or national origin.

- Permitting discriminatory activity in this facility on the basis of race, color or national origin.

Should you feel you have experienced discrimination, the following avenues are available to address your concern.

- The established inmate grievance process. All Title VI complaints must be filed within 180-days of the occurrence of an alleged discriminatory act. Only one (1) subject or incident will be addressed in a grievance. All copies of the form must be legible and intact. Use of the TDOC grievance procedure is not a prerequisite to the pursuit of other remedies.
- Contact the STSRCF Title VI Coordinator, the Deputy Warden. This will be done by submitting a written report describing the incident in detail and listing all persons involved.
- Tennessee Title VI Compliance Commission
TN Department of Personnel
1st Floor James K. Polk Bldg.
505 Deaderick St.
Nashville, TN 37243-0635
615.253.6717
- Coordination & Review Section – Civil Rights Division
U.S. Department of Justice
PO Box 66560
Washington, DC 20035-6560
1.888.title06 (1.888.848.5306)
202.307.2678 (TDD)

WRECKER SERVICES (Emergency)

Crossville: Carl's Wrecker Service931.484.0134
 Gary's Body Shop.....931.484.0080
 I-40 BP.....931.484.8930
 Mackies Wrecker Service.....931.456.2924
 Miller's Towing.....931.277.5306
 Reed Wrecker Service931.456.2775

Pikeville: Angel's Wrecker Service423.447.2461
 Campbell's Body Shop & Wrecker423.447.6304
 Lawson's Wrecker Service423.881.3132

These wrecker services are those listed in the local area telephone directory and are provided only as a service for your benefit. STSRCF staff will not be allowed to recommend any wrecker service over another.



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